



SIERRA BROWN

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 2817550737

 Orlando, FL 32839

PROFESSIONAL SUMMARY

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service. Dynamic **job title** with extensive experience in customer service. Highly organized professional establishes relationships with customers. Stays calm under pressure.

SKILLS

- Business Correspondence
- File Review
- Cash Register Operations
- Microsoft Word
- Operational Requirements
- Customer Satisfaction
- Patient Counseling
- Patient Services
- Equipment Sterilization
- Patient Relations
- Team Collaboration
- Dental Office Administration
- Insurance Billing

EDUCATION

Charles W Flanagan High School
Pembroke Pines, FL • 06/2014

High School Diploma

WORK HISTORY

Nordstrom - Sales Consultant

Aventura, FL • 07/2019 - 11/2020

- Created detailed sales presentations to communicate product features and market data.
- Used consultative sales techniques to understand customer needs and recommend relevant products and services.
- Responded to telephone and in-person requests for information.
- Maintained sense of urgency in answering customer questions and requests through email or voice message.
- Increased sales by fostering relationships with customers, implementing business strategies and suggesting areas for improvement.

Massage Luxe Spa - Receptionist

Pembroke Pines, FL • 09/2017 - 04/2019

- Confirmed appointments, communicated with clients, and updated client records.
- Corresponded with clients through email, telephone, or postal mail.
- Resolved customer problems and complaints.
- Answered phone promptly and directed incoming calls to correct offices.
- Kept reception area clean and neat to give visitors positive first impression.
- Maintained confidentiality of information regarding clients and company.

Massage Envy - Receptionist

Hollywood, FL • 07/2013 - 09/2016

- Confirmed appointments, communicated with clients, and updated client records.
- Corresponded with clients through email, telephone, or postal mail.
- Resolved customer problems and complaints.
- Answered phone promptly and directed incoming calls to correct offices.

Ann Taylor - Lead Sales Associate

Orlando, FL • 09/2023 - Current

- Developed a loyal client base through personalized attention, product knowledge, and exceptional service standards.
- Streamlined store operations, reducing operational costs while maintaining high levels of customer service.
- Managed inventory effectively, minimizing stock-outs and overstock situations.
- Assisted customers in making informed purchasing decisions by providing expert advice on product features and benefits.